

**CITY OF LOS ALTOS
POSITION CLASSIFICATION**

COMMUNITY SERVICE OFFICER

Definition: Under general supervision, to perform a variety of non-sworn law enforcement-related duties, including Code Enforcement, Crime Prevention, Disaster Preparedness, Parking Enforcement, and Property & Evidence Coordination. Incumbents may be assigned to any of these functional areas.

Examples of Duties: Duties may include, but are not limited, to the following:

- Conducts field inspections to determine and ensure compliance with the Los Altos Municipal Code;
- Responds to and investigates complaints regarding violations of City ordinances;
- Issues notices of violation stipulating necessary changes for ordinance compliance, or citations in cases of non-compliance;
- Coordinates municipal code compliance with other governmental departments, internal and external to the City;
- Administers Department's Crime Prevention Program;
- Organizes and implements programs involved in home and workplace safety and security;
- Conducts residential and commercial security inspections;
- Plans and presents Community Emergency Response Team (CERT) training and refresher courses for public and city employees;
- Develops and updates emergency preparedness plan for city response to major catastrophic events or disasters, including use of CERT and HAM radio volunteers for shelter and rescue;
- Ensures compliance with Federal Emergency Management Association (FEMA) protocols, mandates and training;
- Coordinates Emergency Operations Center (EOC) training, equipment and response to critical events;
- Liaison to Emergency Manager's Association (EMA) and Santa Clara County Office of Emergency Services and other disaster-response related entities;
- Administers Department's parking enforcement program;
- Monitors commercial parking zones and issues citations to violators;
- Tracks repeat offenders for subsequent contact;
- Maintains and operates the Police Property/Evidence Room;
- Assumes responsibility for receiving, cataloging, storing, releasing and destroying physical evidence according to established procedures;
- Logs property and evidence into and out of the Property Evidence Room and maintains records to that effect;
- Coordinates the Neighborhood Watch Program and makes presentations as necessary;
- Conducts crime analysis and creates statistical reports as requested or required;

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- Responds to complaints of, and causes removal of, abandoned vehicles as authorized;
- Oversees the Departmental Abandoned Vehicle Abatement Program and coordinates with the Abandoned Vehicle Abatement Authority (AVASA);
- Prepare and present staff reports related to specific activities to City Council;

Minimum Qualifications:

Knowledge of:

- Basic office procedures and practices;
- Record keeping, report preparation and filing methods;
- Correct English usage, including spelling, grammar and punctuation;
- Effective communication techniques;
- Safe driving principles and practices;
- Rules and laws governing the receipt, storage and release of police evidence and property;
- Safe methods of handling, storing and safeguarding of property and materials, including hazardous materials
- Principles, practices and procedures of emergency preparedness;
- Principles of training and community education, including home emergency preparedness programs;
- Basic computer skills including word processing and spreadsheet preparation;

Skill in:

- Prioritizing work, coordinating activities and following up as required;
- Developing and maintaining accurate records and files;
- Communicating tactfully and effectively;
- Operating modern office equipment, including computer equipment;

Ability to:

- Learn the geography of the City of Los Altos and Police Department operating procedures;
- Comprehend, interpret and apply the provisions of penal, vehicle, city and other legal codes;
- Organize and operate a storeroom;
- Act with resourcefulness, courtesy and initiative with a minimum of direct supervision;
- Communicate tactfully and effectively with supervisors, coworkers, and members of the community;
- Prepare neat, thorough and concise reports;
- Write and speak at a level required for successful job performance;

- Speak before groups for the purpose of providing information or explaining procedures, policies and regulations;
- Use audio-visual equipment and other training aids to provide effective training sessions;
- Understand and carry out oral and written instructions;
- Learn police radio codes and operate a police radio;
- Establish, maintain and foster positive, harmonious, and cooperative working relationships with those contacted in the course of work;
- Present a neat, well-groomed, and professional appearance.

Experience and Education Guidelines: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience: No prior experience is necessary. Experience which provides knowledge of law enforcement terminology and police officer procedures is desirable.

Education/Training: High school diploma or equivalent.

Required Licenses or Certificates: Possession of, or ability to obtain, a valid California Driver's License.